Indian BPOs

1552. SHRI B.K. HARIPRASAD: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government has taken note of an investigation launched by UK law enforcement authorities on the alleged sale of medical records sent for computerization by Indian BPOs;

(b) whether the investigation by the UK police have revealed that private patient's medical records including sensitive personnel information held by Indian BPOs for transcription are sold by BPO staffers in India;

(c) whether such incidences involving Indian BPOs lead to substantial public opinion building in the western world against outsourcing; and

(d) whether Government has assessed the extent of potential damage such incidents would cause for Indian BPO industry?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) and (b) As per the records available with the Ministry of Home Affairs (MHA), there is no information regarding formal investigation by UK Law Enforcement Authorities. As per National Association of Software and Services Companies (NASSCOM), formal investigation into the case have been launched by the Pune Police based on a complaint lodged by NASSCOM-Data Security Council of India (DSCI).

(c) and (d) Such incidents have the potential to temporarily create concerns regarding data security in India. However, creating a deterrent would have a salutary effect in containing such incidents. In order to deal with such incidents effectively, the Government has strengthened the legal framework to deal with cyber crimes involving privacy of information held in computer systems and networks.

The Information Technology Act, 2000 along with the Information Technology (Amendment) Act, 2008 (ITAA) provides for privacy of information held in the computer systems and networks. Section 43, Section 43A, Section 72 and Section 72A of the Act address the issue of breach of confidentiality and privacy. Section 43A fixes the responsibility on the body corporate and companies to adequately protect the sensitive data of information, which they own, possess, control or operate. Section 72A provides for breach of lawful contract which will prevent any intermediary and service provider, who has secured any material or information from a user, from passing it on to other persons, without the consent of the user.

Delivery of mails and money orders

1553. SHRI VARINDER SINGH BAJWA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state: